

1900 ACCOMPANIED TRANSPORTATION SERVICES

Chapter: **Services for Children, Youth, and Families**

Section: **Community-Based Services**



New Hampshire Division for Children, Youth and Families Policy Manual

Policy Directive: **07-20**

Effective Date: **October 2007**

Scheduled Review Date:

Approved:

A handwritten signature in black ink, appearing to read "Maggie Bishop".

Maggie Bishop, DCYF Director

Related Statute(s): [RSA 126-A](#), [RSA 169-B](#), [RSA 169-C](#), [RSA 169-D](#), [RSA 170-G](#), and [RSA 265](#)

Related Admin Rule(s): [He-C 6352](#)

Related Federal Regulation(s):

Related Form(s): **FORM 2103**

Bridges' Screen(s) and Attachment(s):

Purpose

To define the service specifications for accompanied transportation services.

Definitions

"Accompanied Transportation Services," means transporting children to and from appointments with the service provider being available to remain on-site with children during the appointments or for a set amount of time as indicated by the CPSW or JPPO.

"Appointments" means meetings with health care providers, counselors, attorneys, and others involved in the case and visits with family members.

"Services Code" is IV.

"Service Unit" is one (1) hour.

Policy

Service Population

I. Accompanied Transportation Services are provided:

- A. For children, age birth to 20, who are separated from their family due to out-of-home placement resulting from abuse or neglect, CHINS, or delinquency; and
- B. For children residing at home only after approval from the CP Program Administrator, Assistant Administrators or JJ Bureau Chief, who bases the decision on a written request received from the District Office Supervisor that contains the following information:
 1. The child's needs;
 2. The reasons that transportation service is necessary; and
 3. The dates for service.
- C. For adults, only after approval from the CP Program Administrator or JJ Bureau Chief, who bases the decision on a written request received from the District Office Supervisor that contains the following information:
 1. The adult's needs;

2. The reasons that transportation service is necessary; and
3. The dates for service.

Provider Qualifications and Requirements

- I. A provider of Accompanied Transportation Services must be an agency, not an individual.
- II. Accompanied Transportation Services providers must:
 - A. Employ a program coordinator who:
 1. Has a bachelor's degree in a social services discipline or related field;
 2. Has at least 3 years experience in providing direct service to families, and one year of experience in a supervisory capacity, as confirmed by a copy of a resume submitted to DCYF at the time of initial application for certification for payment and re-certification;
 3. Recruits, hires, trains, and supervises the transport aides;
 4. Receives referrals from DCYF or DJJS;
 5. Assigns aides to provide services to children;
 6. Communicates service changes to staff, as needed;
 7. Conducts at least monthly meetings with each aide to review the status of referrals and transportation activities, and to address any problems or barriers;
 8. Submits monthly progress reports to the CPSW or JPPO, with the exception that any concerns or difficulties with a child or youth must be reported immediately; and
 9. Is available by pager 5 days a week during DCYF and DJJS work hours;
 - B. Have a number of available individuals to serve as transport aides;
 - C. Employ transport aides who:
 1. Are at least 21 years of age;
 2. Have at minimum, a high school diploma or equivalency;
 3. Possess a valid driver's license, and maintain a copy of the license in their agency's personnel files;
 4. Operate vehicles that have current registrations and safety inspections;
 5. Have current automobile liability insurance that includes coverage for accidental injury and death, and maintain a copy of the policy in their agency's files;
 6. Have no convictions for impaired driving or multiple motor vehicle violations, and maintain a copy of the motor vehicle record in their agency's files;

7. Will not drive under the influence or impairment of alcohol or other drugs;
 8. Have no conviction for crimes against persons; and maintain a copy of the criminal records documentation in the agency's file;
 9. Will not provide service in excess of 12 hours in a 24-hour period;
 10. Are not related to any member of the family for whom they may provide the service.
- D. Have written personnel policies and annual staff performance evaluations available for inspection at the time of a quality assurance review as described in He-C 6352.05;
- E. Maintain records to substantiate billings that include a log of the trips and visits made by each aide that is available for inspection during quality assurance reviews as described in He-C 6352.05;
- F. Provide aides with agency identification;
- G. Provide aides with a written itinerary for each trip that includes but is not limited to:
1. The name of the child and the caregiver;
 2. The name of the driver who is picking up the child;
 3. The date, time, and pick-up location;
 4. The destination of the trip;
 5. The time of the scheduled appointment or visit;
 6. The estimated time of return to the child's caregiver;
 7. The name of the driver who is returning the child, if different from the pick-up driver; and
 8. The signature of the caregiver or youth.
- H. Provide aides with 10 hours of training during their first 6 months of employment that includes training relating to personal safety, child safety, and behavior management;
- I. Provide aides with 20 hours of training annually that includes topics relating to personal safety, child safety, cultural sensitivity, behavior management, and the indicators of child abuse and neglect;
- J. Maintain documentation of H and I above for each transport aide in agency's files that is available at the time of quality assurance reviews or monitoring. Documentation must include trainer signed certificates or letters of attendance that specify dates, hours, and training topics; and
- K. Complete the "Accompanied Transportation Data Reporting" and forward a copy each month to the Service Utilization Reviewer at State Office.

III. The transport aide must:

- A. Be available 5 days per week during DCYF and DJJS work hours, and some evening and weekend hours to provide services at the times that best serve the child;
- B. Have a beeper or pager so appointments may be scheduled or canceled;
- C. Carry and present identification to the child's caregiver and to service providers;
- D. Not be responsible for transferring information between a child's parent or caregiver and the medical, dental, counselor, other service provider, CPSW, JPPO, or parent being visited;
- E. Maintain courteous behavior while transporting children and youth;
- F. During vehicle operation, ensure that all occupants use safety restraints and ensure that children under the age of 12 are secured in the back seat of the vehicle as per RSA 265:107-a
- G. Notify the CPSW or JPPO immediately, followed by a written report within 24 hours, of any injury or incident that occurs during a trip or visit, such as traffic accident or youth was assaultive or attempted to run away;
- H. Maintain a record on each child served which includes:
 - 1. Referral information about the child or youth;
 - 2. Case contact logs by the name of the aide;
 - 3. Receipt of service provision including service dates, pick up and return locations, the signature of the caregiver or the youth, mileage, highway tolls, parking fees, and related incidental charges for billing substantiation;
 - 4. Copies of reports submitted to DCYF or DJJS;
 - 5. Billing records; and
 - 6. Family-related information and correspondence from other agencies; and
- I. Provide a monthly progress report to the CPSW or JPPO for each child served that includes:
 - 1. Child's use of the service;
 - 2. The number of trips made; and
 - 3. Recommendation for any changes in use of this service.

Service Provision Guidelines

- I. The CPSW or JPPO must authorize payment for accompanied transportation services, based on a court order or a voluntary agreement between DCYF or DJJS and the child's family.
- II. When a child is in the home, Accompanied Transportation Services must only be provided after approval from the CP Program Administrator, Assistant Administrators or JJ Bureau Chief, who

bases the decision on a written request from the CPSW or JPPO that specifies the need, reasons, dates, and time limits.

- III. The CPSW or JPPO refers children and youth to a certified provider by requesting the completion of the "Service Authorization Request" (Form 2103) and the "Service Authorization," which identifies the name and address of the recipients, the service requested, the anticipated number of trips and their frequency, and the anticipated end date of services.
- IV. Accompanied Transportation Services must only be authorized for a child who requires accompaniment to medical, dental, counselors, other providers and to visits with family members. The aide must stay with the child in the provider's waiting room and remain there until the return trip to the child's caregiver. For a child who is visiting with family members, the aide must remain for visits that last less than 2 hours.
- V. Accompanied Transportation Services must not be authorized for:
 - A. Children who are at risk of harm to themselves;
 - B. Children who are at risk of running away while being transported;
 - C. Children who need to be handcuffed when transported;
 - D. Children who need transportation to and from a pre-placement visit; and
 - E. Adults without written approval from the CP Program Administrator or JJ Bureau Chief Administrator.
- VI. Written supervisory approval in the "Case Contact Log" is required prior to authorization to transport a child or youth:
 - A. To the initial placement in a foster home or residential care facility; and
 - B. From a placement upon transfer or discharge.
- VII. The outcomes for Accompanied Transportation Services, as measured by the provider and DCYF and DJJS, are:
 - A. To measure Service Effectiveness, trips occurred as requested:
 - 1. As evidenced by 95 % of all trips not cancelled by the provider;
 - 2. As evidenced by 98 % of all referrals not put on a waiting list; and
 - 3. As evidenced by 95 % of all trips for appointments were met on time.
 - B. To measure Safety, trips were completed safely,
 - 1. As evidenced by 95 % of all trips, aide did not report serious incidents or accidents; and
 - 2. As evidenced by 100 % of all trips, aides stayed with the child during appointments.

- C. To measure Service Satisfaction, transport aides were courteous and respectful to children and caregivers:
 - 1. As evidenced by 95 % of completed CPSW or JPPO surveys indicated overall satisfaction with the service provision.
- VIII. Agencies must meet or exceed each required percentage. If the percentage falls below the required percentage, a service monitoring team must meet to recommend either:
 - A. A corrective action plan; or
 - B. Revocation of certification for payment.

Payment and Billing Procedures

- I. For Medicaid eligible clients, the provider must bill Medicaid for Medicaid eligible services and be a Medicaid enrolled provider for mileage reimbursement, before seeing payment from DCYF or DJJS.
- II. The CPSW or JPPO must authorize payment for accompanied transportation, based on a court order or voluntary agreement between DCYF or DJJS and the child's family.
- III. The CPSW or JPPO requests services and/or placements from a certified provider by contacting the provider and arranging for the child and/or family to receive services, obtaining agreement on the begin date of service, length of service and/or number of units to be provided. Once the CPSW or JPPO finalizes the arrangements with the provider, the CPSW or JPPO notifies the fiscal specialist by Form 2103 via e-mail, note or verbal notification of the child to receive services.
- IV. Services provided without a "Service Authorization" will not be paid.
- V. The provider uses the service authorization as an invoice for services provided and submits the invoice to the county human services administrator pursuant to RSA 126-A:3 II-a and RSA 169 who then forwards the invoice to DCYF for payment.
- VI. No payment is allowed for bills received after one year from the date of service, pursuant to RSA 126-A:3 II.
- VII. When the provider is transporting more than one child at the same time, the time and mileage are to be divided between the children and the correct portion billed for each.
- VIII. When a scheduled appointment is canceled at least 24 hours in advance, the provider must not bill for time or mileage. If the appointment is not canceled at least 24 hours in advance and the aide attempts to deliver the service, the provider may bill for the time and mileage incurred.

Practice Guidance

What is the Service Rate for this Service?

- Refer to [Item 2700 Rates](#) (Fiscal Management Chapter, Rates Section) for current rate.